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SECRETARY OF STATE



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State of Alabama

September 5, 2003

To: All Respondents presenting an Expression of Interest
Alabama Secretary of State – Request for Proposal (RFP)
Statewide Voter Registration System

From: Trey Granger
Counsel for Public Affairs
For Alabama Secretary of State

Re: Questions Submitted

On behalf of Secretary of State Nancy Worley and the office of Secretary of State, we appreciate your interest and participation in our Request for Proposal. We are honored to have such an extensive group of participants in this effort and look forward to submissions from each of you on September 26, 2003.

Included in this transmission you will find 248 questions that were submitted to and answered by this office. We have attempted to consolidate many of the questions that were similar in nature. Additionally, many answers reference responses to other questions within the document. It is our intent that you will find these responses helpful and informative in your effort to draft a proposal for the Secretary of State.

We have catalogued the questions submitted and are providing each Respondent, who has tendered an expression of interest, with the comprehensive listing of questions and responses in this transmission. Respondents will not receive responses to the specific questions submitted by their organization.

A few of the responses establish an answer requesting that the corresponding question be more specific. In such circumstances, the author of the said question should submit a revised version of the question pursuant to I.E. (4) of the RFP. We appreciate your interest in this effort and we look forward to being of help to you during this process and in the future.

Consolidated Responses to
Questions Submitted pursuant to Section I.E.(3)
Secretary of State's Request for Proposal
For Voter Registration System
Dated August 12, 2003

1. Should vendor work with the Office of the Secretary of State (SOS) directly or would you recommend that we work with a technology integrator?

ANSWER: Respondent shall work directly with SOS.

2. Can we receive a list of technology integrators that are bidding on this SOS project?

ANSWER: No such list exists.

3. What will be the impact on the evaluation if the vendor does not have any experience in developing any voter registration system, but developed data management systems with similar size and scope?

ANSWER: Voter Registration experience is not a prerequisite for participation in this process. However, experience will be considered upon evaluation.

4. Is Off Site / Off Shore Development At Vendor's Facility Acceptable For The State?

ANSWER: This question needs to be more specific.

5. Can The Sealed Cost Proposal And Technical Proposal Be Delivered As One Package?

ANSWER: SOS anticipates receiving one proposal per Respondent.

6. First, although we have extensive experience developing web-based survey administration/database networks, we do not have specific experience in the area of voter registration. Do you think it is likely that the winning proposal will be from an organization that has experience with voter registration systems?

ANSWER: All proposals will be given fair and equal consideration during the process of evaluation.

7. Second, would it be possible for you to provide a list or total number of organizations that indicated they will be submitting a proposal relating to this RFP?

ANSWER: We do not have a formal list for distribution at this time; however, a listing of the names of Respondents who submitted proposals will be posted on the SOS website on September 27, 2003.

8. Third, we have never had a formal financial audit, but our bookkeeper regularly submits reports to our accountant for financial review. Would the accountant's most recent review be the most recent audit?

ANSWER: No, an audited financial statement is mandated per the RFP.

9. Section VIII Pricing: May a software vendor that provides solutions which fall under the both "Optional Features" and "Functional Specifications" categories respond independently or should we seek a Professional Services partner. Would the software vendor be disqualified by responding independently?

ANSWER: SOS has no recommendation on this issue.

10. Section VII.D

* Should this include government affairs consultants, e.g. a law firm hired to review the response to this RFP?

ANSWER: Yes, as Section VII.D.1. identifies paid consultants.

11. Proposal Reference Section IV Options:

Question: Each of the three options contains the statement: " The cost of the system shall not be included in the proposal total but should be listed as a proposed budgeting in the addendum." Does the State of Alabama plan to treat the amounts proposed for budgetary purposes only or as fixed price options that could be added to the contract unilaterally? If the latter, is there a date planned for the exercise of the option and should the technical aspects of each option be addressed in the addendum?

ANSWER: Such items will be for "budgetary purposes" only in this procedure.

12. Does the Performance Bond need to remain in place after completion of the Transition Phase of the project?

ANSWER: Yes, until the project is complete.

13. Section V, starting on page 8, Functional Specifications,

a. Subparagraphs V & W, if the system becomes the property of the SOS (per the last sentence in Section I. Introduction, Item A) how should maintenance and support be delineated in the proposal?

ANSWER: As established in Sections VIII.A and VIII.B of the RFP.

b. Subparagraph FF, has SOS received a waiver to postpone the interactive centralized computerized implementation from 1 JAN 04 to allow implementation by 1 AUG 04?

ANSWER: Not as of this time.

14. Reference: Section I, Introduction, paragraph A, PURPOSE OF THIS DOCUMENT AND ISSUING AGENCY – “The system must meet all requirements of federal and state laws concerning voter registration *and shall become the property of the Secretary of State’s office upon implementation.*” Since many of the proposed responses will in all likelihood involved customization of commercial-off-the-shelf products, will the SOS accept a license to the system rather than a transfer of ownership?

ANSWER: Undecided. SOS will reserve the right of determination of this issue.

15. Reference: Section II, Reservations, paragraph G, ADOPTION OF IDEAS – How will SOS address vendor information that is identified as confidential, proprietary, a trade secret or patented?

ANSWER: As established in Section VI.D of the RFP.

16. Reference: Section III, Project Scope and Overview, paragraph F, MAINTENANCE OF VOTER REGISTRATION RECORDS: – “The centralized computer voter registration system shall be designed to accommodate the various statutory designed processes...for the maintenance...of the voter list.” Are there statutory requirements other than Chapter 4 of Title 17 of the Code of Alabama?

ANSWER: Yes, Titles 11 and 17 of the Code of Alabama, administrative regulations, and Alabama Act 2003-313.

17. Section X. K. The RFP states, *"Upon award, the Respondent will be asked to provide SOS, within ten (10) working days of notification of award, a performance bond, approved by SOS, in the amount of 50% of the Proposal Grand Total as a guarantee of the satisfactory performance of the services proposed."*
(Page 25)

a. Would the SOS be willing to accept a Letter of Credit in place of a performance bond?

ANSWER: No.

b. Would the SOS be willing to reduce the percent requirement for the performance bond (or letter of credit if acceptable) to 15 or 20% of the Proposal Grand Total?

ANSWER: No.

18. Proposal reference: VII.C.3

"Because of the many possible factors impacting the timeline required for the design, development, and transition to the new system, the SOS does not intend to prescribe any set period of time for each of the respective phases."

Proposal reference: VII.C.5

"However, the transition from the Current Voter Registration system to the new Voter Registration System must be completed within nine (9) months (or sooner) following the signing of the contract between the Respondent and SOS."

Proposal reference: V.FF.1

"The Respondent is to begin implementation of the system no later than April 15, 2004 and all parallel processing, if any, shall be concluded on or before August 1, 2004."

Proposal reference: V.FF.2

"System testing shall begin no later than March 15, 2004"

***Question:** In the event of delays in contract start, the above-cited schedule constraints may be inconsistent. Can the SOS clarify?*

ANSWER: The time of the various phases will be at the recommendation of the Respondent and ultimately approved by the SOS. The dates you have referenced in this question are deadlines for compliance and will be adhered to unless the SOS deems that circumstances warrant an extension.

19. Proposal reference: VIII. PRICING

"Prices are to be stated for items within categories as follows, with a total for each category and a grand total following the Technical Support Log category."

Proposal reference: X.E.9. INVOICING INFORMATION

"...Therefore, all invoices shall be submitted in arrears on a monthly basis."

Question: *What type of contract does the Alabama SOS intend to award. Will it be a Time & Materials, Cost Plus Fixed Fee, or a Fixed Price? Should the Pricing response be a best estimate based on the data presented in the RFP?*

ANSWER: A contract is not guaranteed per this RFP. In the event a contract is awarded, Respondent should anticipate a fixed price. Pricing on allowed services should be accurate. Pricing on other "items" that will be procured via other means should be for "budgetary purposes" only.

20. Proposal reference: X.E.6. STANDARD CONTRACT

Question: *Will the State provide a draft SOS standard contract that will contain the terms and conditions anticipated to be included in the final contract?*

ANSWER: SOS will accept a proposed contract from Respondent if an award is made. Final contract, if any, will be drafted by SOS.

21. Page 3, Section D- DUE DATE

Requires use of State provided mailing label for submission. No such label was included in our mailing. Can the State provide one or can we create an appropriate substitute?

ANSWER: Please e-mail SOS designated contact, Trey Granger, rfp@sos.al.gov and request an additional label.

22. Page 6, Section DTRANSACTIONS

Requires retention of all transactions "...as prescribed by prevailing statutory authority." Is this authority consistent throughout the state or can it vary from county to county?

ANSWER: Consistent statewide.

23. Page 10, Section V-SYSTEM MAINTENANCE

For how many years is the requested optional maintenance being requested?

ANSWER: See Section VIII.D of the RFP

24. Page 23, Item 6-STANDARD CONTRACT

Will the Secretary of State provide those standard contract documents that it considers to be applicable for use with this

project?

ANSWER: Yes. The final contract documents will be authored by SOS.

25. Section VII-B-4: While it is stated in the RFP that “the SOS anticipates that full-time staff at the SOS site will not be required to successfully implement the conversion” will the state appoint or assign a dedicated state project manager to act as point of contact for the vendor project manager and facilitate vendor-state/county communications?

ANSWER: The SOS will establish a permanent point of contact for this project.

26. Section VII-B-4: Will the state make available office space including phone and facilities for the vendor project manager during the project implementation lifecycle?

ANSWER: No.

27. Section V.V (page 10): Please clarify for what period system maintenance pricing should be included in the proposal.

ANSWER: See Question/Answer #23.

28. Can the state describe the role that counties are anticipated to play in the design, build, testing, and implementation of the system?

ANSWER: Undetermined at the time of this communication.

29. Is there a county user group, advisory board, or other body involved with the procurement process?

ANSWER: Undetermined at the time of this communication.

30. (Page 10, Item CC) When does the Product specification document have to be submitted? Page 18, Item c indicates that the detailed design document must be submitted no later than three months after contract signing. Are these the same documents? Would you please explain what is required and when?

ANSWER: Functional Design Document, (2 months after contract execution), which becomes the Detailed Design Document.

31. (Page 11, Item FF, Implementation Deadline) Would you please clarify the timeline from contract signing to final implementation, including any significant milestones with dates?

ANSWER: The referenced dates are established in the comprehensive aspect of the Project Narrative Section which begins on page 12 of the RFP. You should note the question presented in #38.

32. (Page 12, Item B) The RFP states that the "...services shall continue unabated with no impact to its existing system during the transition to a new system". Will it be acceptable to phase the implementation – x number of counties at a time? Will the State be purchasing all new hardware or will they desire to utilize existing hardware? If all new hardware is being utilized then, the system can be established while the users continue to use their existing system.

ANSWER: Phasing will be acceptable and at the direction of the SOS. The purchase of hardware is not included in this RFP and should not be included in a Respondent's proposal. New hardware will be procured via other statutorily prescribed avenues.

33. (Page 16-17, Item C.1. Project Work Plan) Requirement states "The Respondent shall submit a preliminary Project Work Plan no later than three weeks after signing of a contract."

ANSWER: That is correct.

34. (Page 17, Item 2. Design Phase) Requirement states that the planning documents in items a) thru h) require submission no later than two (2) and three (3) months after contact (**sic**) signing depending on the specific requirement.

Can you provide us with a projected/estimated contract signing date?

ANSWER: Not at this time.

35. (Page 23, Item 6. Standard Contract) Can the SOS provide us copy of the SOS's standard contract document(s)?

ANSWER: Not at this time.

36. How was the completion date (9 months from contract signing) calculated?

ANSWER: SOS employed a timeframe that would be reasonable for completion of the implementation of a new centralized voter registration. A primary consideration was to employ a date that would be prior to the 2004 general election and after the primary and run-off dates.

37. On page 3 of the RFP, under D, it states, "Respondent shall use the enclosed mailing label when forwarding proposal to SOS...." Where will vendor obtain this label?

ANSWER: It was mailed in the RFP. If you do not have a “neon” label then contact the SOS contact, Trey Granger, rfp@sos.al.gov and a label will be mailed to you.

38. Section V FF, page 11 and Section VII C, page 16— Please validate our understanding of the project dates.

Anticipated Contract Signing	November 1, 2003
Preliminary Project Work Plan	November 22, 2003
Transition Plan	January 1, 2004
Functional Design	January 1, 2004
Detailed Design	February 1, 2004
Test Plan	February 1, 2004
Backup and Recovery Plan	February 1, 2004
System Security Plan	February 1, 2004
Training Plan	February 1, 2004
System Acceptance Plan	February 1, 2004
System Testing	March 15, 2004
Initiate Implementation	April 15, 2004
Completion of Parallel	August 1, 2004

Is this correct?

ANSWER: Respondent(s) should not rely upon November 1, 2003 as the date of contract execution, as no date has been established or confirmed by SOS. Such contract, if any, will have to be approved/reviewed pursuant to statutorily designated channels. Hypothetically, if November 1, 2003 is the date of execution with all necessary approvals, then Respondent’s calculations would be correct.

39. Section VI E6, page 23-- This section requires respondents to “agree to the use of Secretary of State’s standard contract document(s)”. However, the RFP does not contain the standard contract document(s). Will the Secretary of State provide the standard language and/or consider contracts submitted by Respondent?

ANSWER: Such documents will be provided upon award, if any.

40. Section VI E13, page 24 and earlier in the RFP, Section V AA, page 10--Will the Secretary of State provide workspace of the project team for the portion of the project that is required to be performed in state facilities, such as Acceptance Testing?

ANSWER: No.

41. Has The State / Department Allocated The Funds For The Project? If Yes, What Is The Budget?

ANSWER: No response from SOS at this time.

42. Section III Project Scope and Overview A Scope: How does voter registration information get presented for input into the system?

ANSWER: This question should be more specific.

43. Section III Project Scope and Overview A Scope: Is it desired to verify address/name/etc. prior to adding information to the new system?

ANSWER: This question should be more specific.

44. Section III Project Scope and Overview; B Districting: Due to the dynamic nature of county/municipality boundaries, how will this information be provided?

ANSWER: This question should be more specific.

45. Section III Project Scope and Overview; B Districting: Will it be important to refresh the 2,700,000 voter/household database with quarterly/monthly municipal annexation changes?

ANSWER: Yes, but on an “as required” “as needed” basis.

46. Section III Project Scope and Overview; G-Records for Inactive Voters: What is desired method for determining a voters current address?

ANSWER: Documentation submitted by voter as required statutorily.

47. Section III Project Scope and Overview; K Legacy Data Migration: For direct mail purposes, does the AL-SOS want the ability to follow-up with a tele-marketing campaign, if a phone number is not present?

ANSWER: No.

48. Section IV: A. Mapping system Option: Will the AL-SOS require all output to be GIS-ready for mapping purposes?

ANSWER: If the option is implemented, then yes.

49. Section V; Functional Specifications; S- Data Integrity: Are all voter address records in Alabama, or do some fall outside of Alabama, or U. S.?

ANSWER: Each voter record contains two addresses comprised of appropriate fields: a residential address and an optional mailing address. These fields will need to accommodate out-of-state addresses, (both non-Alabama, United States and foreign addresses), such as those that may exist in the case of students attending college out of state, military personnel stationed outside of Alabama, (including overseas), and United States citizens from Alabama who are residing overseas.

50. Section III.G.

* Will the "voter update form" need to be produced by the selected vendor?

ANSWER: No.

51. Section III.L.

* Is the "voter update process" referring to Section III.G.? If so, is this indicating that the voter will have to receive a "voter update form" directly from a voter registration office, with the barcode representing the voter's voter identification number printed on the "voter update form"?

ANSWER: Various documents, including the Voter Update Form, will utilize the bar code.

52. Section III.M.

* When redistricting occurs, in what form is this information provided to the Office of Secretary of State and what sources will this data be provided from? How has this data been provided/received in the past? Is there a typical granularity of this data (addresses within a district/precinct, neighborhoods within a district/precinct, bordering streets of a district/precinct, zip codes included in a district/precinct)? What is the frequency of changes to this type of data? If the data is by addresses within a district or precinct, will format of these addresses be identical to the format used by the USPS? Is there any type of standard for how this data is compiled and distributed?

ANSWER: Per Alabama statutory requirements, including any revisions/amendments if necessary.

53. How will the State of Alabama establish criteria for the release of criminal and medical information for qualification of voters? E.g. two disqualifying factors are convicted felons and persons adjudicated to be mentally incompetent.

ANSWER: This question should be more specific.

54. What is the required timeframe for notifying voters of their eligibility to vote once the registration process has been initiated?

ANSWER: There is no Alabama statutory authority requiring a timeframe. However, SOS will likely promulgate rules requiring notice to be provided to voter within 10 days.

55. Reference: Section III, Project Scope and Overview, paragraph B, DISTRICTING – “...system shall support any additional districts or precincts specified by the state...”
Please specify the total number and type of political subdivisions that can be attached to a single voter record.

ANSWER: Undetermined at this time.

56. Reference: Section III, Project Scope and Overview, paragraph C, DEMOGRAPHICS –The RFP indicates that the System must contain demographic information such as “address, date of birth, race, sex etc”. Please specify what other data elements are included in “demographic information.”

ANSWER: Additional Examples of III C include but are not limited to the following: telephone numbers, (home and work), source of registration application, identification of person with disability where voter was last registered to vote, place of birth, nine digit Social Security number, last four digits of Social Security number, driver’s license number and unique ID number assigned by the system.

57. Reference: Section III, Project Scope and Overview, paragraph D, TRANSACTIONS – “A complete voting history if each registered voter shall be maintained by the system”. What information precisely does the State wish to capture each time a voter casts a vote (e.g., Provisional Voter number)?

ANSWER: Comprehensive voter history, to include date of election and type of election.

58. Reference: Section III, Project Scope and Overview, paragraph G, VOTER REGISTRATION RECORDS FOR INACTIVE VOTERS: –“Reports produced periodically.” What precisely is the frequency of these reports?

ANSWER: Undetermined at this time.

59. Reference: Section III, Project Scope and Overview, paragraph G, VOTER REGISTRATION RECORDS FOR INACTIVE VOTERS: –

a. Please provide a comprehensive list of what will actually constitute “other demographic categories,”

ANSWER: Race, age, and gender by precinct.

b. Please provide a comprehensive definition of what will constitute the State’s statistical reporting requirements and examples of each of the referenced reports.

ANSWER: Report of purged voter with same demographic variables as in 59 (a) and those reports required by NVRA.

60. Reference: Section III, Project Scope and Overview, paragraph H, REPORTING: – “Reporting will include but not be limited to...” Please provide a sample of all reports referenced in this RFP.

ANSWER: SOS can not provide samples at this time. SOS requests that Respondent propose such samples.

61. Reference: Section III, Project Scope and Overview, paragraph I, MASS MAIL-OUTS: – Please describe your current mass mail-out operations.

a. Is printing handled in-house (State or SOS) or by a third party?

ANSWER: Printing has been handled both in-house and by third parties. SOS has adopted no exclusive supplier for printing services.

b. Are mail house operations handled in-house (State or SOS) or by a third party? How is CASS certification currently handled?

ANSWER: Mail house operations have been handled in-house by ISD and the State Mail Room. Cass certification is currently handled in house by ISD.

62. Reference: Section III, Project Scope and Overview, paragraph I, MASS MAIL-OUTS: – “The system must provide the ability to print mail-out materials on-demand”.

Please identify all items that will constitute “mail-out materials”.

Please provide actual samples of such items.

ANSWER: Example: post cards, voter update mailers, voter identification cards, and other materials.

63. Reference: Section III, Project Scope and Overview, paragraph I, MASS MAIL-OUTS: – “...the system must provide for the administration and maintenance of the suspense file...in conjunction with...tracking specified data elements.” Please identify the “specified data elements” identified in this section.

ANSWER: See Section 17-4-201(c) of the Code of Alabama.

64. Reference: Section III, Project Scope and Overview, paragraph K, LEGACY DATA MIGRATION: –

Is all data for the SOS located on this mainframe? Or does each county have an individual system that will serve as a source of data for the new system?

If data migration is from each county, please identify the system currently in use for each county.

If data migration is from each county, is street indexing available and currently in use with each system? Do the street addresses meet CASS certification?
Is there any other source of data that will need to be extracted? If so, please identify.

ANSWER: All Voter Registration data is located on mainframe. Some data, i.e. street indexing, will be provided from other sources.

65. We did not see any request for Election Management, e.g., Early Voting, Polling Location management, Poll Working tracking info & etc. Will there be a requirement for such functionality, or will this be within the purview of each county?

ANSWER: There will be a requirement for functionality.

66. Proposal reference: III.K.1

"Implementation of the voter registration system will require the migration of current voter registration data (including district, precinct, etc.) stored on the Department of Finance Information Services Division (ISD) mainframe system."

***Question:** Although the RFP makes no mention of involvement with county-level data, the draft HAVA Implementation plan filed by the Secretary of State (<http://www.sos.state.al.us/election/hava/index.cfm>) appears to indicate that county data must be accessed. Can you clarify? Is county data access a requirement?*

ANSWER: No, except those items listed in #64.

67. Proposal reference: III.A.3

"The SOS requires an interactive centralized computerized Voter Registration System which must comply with state and federal laws which provide for a centralized statewide database of all registered voters within the State of Alabama"

***Question:** Under the National Voter Registration Act of 1993 (also known as the "NVRA"), states are required to accept voter registrations "simultaneous with motor vehicle driver's license application or renewal". Can you describe the requirements for processing these registrations in Alabama: where the applications will be sent, whether the process must be automated, etc.?*

ANSWER: Sent to Board of Registrars and processed pursuant to state law. Automation is not currently in place but under consideration by SOS.

68. Proposal reference: III.B.6

"...a voter may be assigned to vote at different precincts for

different types of elections"

***Question:** Can you describe the process by which the assignment of voting precincts for specific elections is made?*

ANSWER: Municipal vs. other elections.

69. Proposal reference: III.B.3

"The voter registration system shall support any additional districts or precincts specified by the state or any county or municipality in order for it to conduct its elections."

***Question:** Will the deployed system be required to support user-specified additional districts, or will the complement of districts be established during system design?*

ANSWER: To be determined.

70. Proposal reference: Yes, such support will be required.

What are the perceived strengths, weaknesses or inadequacies of the current voter registration database?

ANSWER: No response.

71. Section III-K: Please provide county-level description of legacy voter registration systems currently in use. Does any county currently maintain any document or signature image files?

ANSWER: Not applicable.

72. Section V-C: For network infrastructure topology proposal, please provide site addresses for the Probate Judge, the Circuit Clerk and the Register offices in each county.

ANSWER: Go to SOS website and click on Elections Division for this information.

73. Section III.H (page 7): Will the State provide a more complete list of required reports?

ANSWER: Yes.

74. Section III.K (page 7): Does the State intend that all Legacy Data Migration will take place from the Department of Finance Information Systems Division mainframe

system, or will conversion from individual county systems also be required? If the state intends that the contractor also convert data from individual county systems, will the state provide information as to the number and types of such systems? Will conversion of data from existing county or state systems include the conversion of images, such as signature images? If so, please provide detail as to the formats in which these images are currently stored – how many such formats exist; how many such images must be converted, etc.

ANSWER: See response to question #64.

75. Section IV.B (page 8): Will the state provide information as to the number of existing cards, by county, that would require scanning? For scanning of existing cards, would the state and the counties permit those cards to be scanned at a centralized location, or would it have to be done on-site at each county?

ANSWER: In response to the issue of an optional scanning system, the Respondent should include in its proposal, specifications for implementing imaging of all voter registration applications, including future applications. The proposal should not include details regarding the Respondent performing the actual scanning of such documents.

76. Will the state provide a list of the current voter registration systems and vendors for each county, to the extent these systems must either be accommodated by the proposed system or converted from during the course of implementation? Ideally such a list would include the vendor and current version, the technical platform used, the database used, and indicate whether the county has digitized signature and/or full face images of voter documents.

ANSWER: See response to question #64.

77. Will any voter registration system functions be performed at the state level (e.g., poll book printing, NCOA processing) or will each county be responsible for all aspects of operating the system?

ANSWER: The system is centralized and will be maintained by SOS in Montgomery, Alabama. Certain printing functions may be executed on a local level.

78. The proposal makes no mention of processing absentee ballot applications and other election management functions. Is this type of functionality intended to be part of the voter registration system?

ANSWER: Yes.

79. Does the existing statewide system have complete address block ranges for each county/precinct that delimits the district composition for each? Will the state provide the user manual for the existing statewide system?

ANSWER: No. The awardee/Respondent, if any, will be provided with the existing system's manual.

80. General—A project for installation of a statewide voter registration system will require participation of state and county staff in requirements definition, training curriculum, data conversion, testing and implementation. Please describe the roles the Alabama Secretary of State's staff and County staff will play in this project?

ANSWER: Undetermined at this time.

81. How many offices and how many computers/servers need remote control software support?

ANSWER: 67 counties, with a minimum of five work stations per county. Some counties may need additional work stations.

82. Training- How Many Users Are To Be Trained In Each Group? How Many Training Sessions Are Anticipated?

ANSWER: To be determined by SOS.

83. Are There Any Restrictions Anywhere In The RFP Or Requirements, Which Restrict Participation By Out Of State Vendors?

ANSWER: No. However, to be awarded the contract, if any, Respondent shall be registered with the Alabama Department of Finance and legally qualified to transact business within the State of Alabama.

84. Ics Is a NJ Based And Registered Minority Vendor Company. Can We Participate?

ANSWER: Yes. However, to be awarded the contract, if any, Respondent shall be registered with the Alabama Department of Finance and legally qualified to transact business within the State of Alabama

85. Section III Project Scope and Overview; B Districting: Will the AL-SOS use/source their own data, specific to the district information they wish to monitor?

ANSWER: This question needs to be more specific.

86. Section III Project Scope and Overview; B Districting: How important is it to the AL-SOS to have up-to-date municipal boundaries that in return are assigned to each street segment in/out of the incorporated municipality?

ANSWER: Very Important.

87. Section V; Functional Specifications; S- Data Integrity: What is potential number of users of the Voter Registration System? How many potentially to use concurrently?

ANSWER: See response to # 81 for minimum listing. All should be able to use concurrently.

88. Section III.E.

* Has access to the Alabama Department of Public Safety's driver's license records been discussed with the Alabama Department of Public Safety, or is this contact going to have to be made by the selected vendor? Has this data been received in the past? Is there a known link between this data and other data feeds that are discussed in this RFP? Do all feeds mentioned in the RFP store common data elements that can be used to link these feeds?

ANSWER: Interagency Agreements to be procured by SOS.

89. Section III.F.

* Has access to the "various sources of information" been discussed with those sources, or is this contact going to have to be made by the selected vendor?

ANSWER: Interagency Agreements to be procured by SOS.

90. Section V.K.

* Has access to the Alabama DPH's vital statistics been discussed with the Alabama DPH, or is this contact going to have to be made by the selected vendor? Has this data been received in the past? Is there a known link between this data and other data feeds that are discussed in this RFP?

ANSWER: Interagency Agreements to be procured by SOS.

91. Section V.L.

* Has access to the Alabama AOC's vital statistics been discussed with the Alabama AOC, or is this contact going to have to be made by the selected vendor? Has this data been received in the past? Is there a known link between this data and other data feeds that are discussed in this RFP?

ANSWER: Interagency Agreements to be procured by SOS.

92. Section IV, starting on page 8, Optional Features,

a. Subparagraph B, how many locations would require scanning options?

ANSWER: Undetermined, if any.

b. Subparagraph B, 67 counties, X at the capital, 1 each for DPH, DPS, & AOC? This would be valuable to calculate hardware, software, & licenses.

ANSWER: This question needs to be more specific.

93. Subparagraphs J, K, L, has the SOS entered into agreements with DPS, DPH, and AOC to facilitate access to their databases?

ANSWER: Interagency Agreements to be procured by SOS.

94. Subparagraph U, will user training take place at each of the 67 counties?

ANSWER: To be determined.

95. Subparagraph U, how much time is desired for each training session?

ANSWER: To be determined.

96. Subparagraph FF, has SOS received a waiver to postpone the interactive centralized computerized implementation from 1 JAN 04 to allow implementation by 1 AUG 04?

ANSWER: See response to question #13.

97. Subparagraph FF, what is the desired schedule for user and administrator training, upon completion of implementation?

ANSWER: To be determined.

98. We assume that state agencies will be cooperative in providing demographic, 911-address database, voter registration database, and data requests for the new voter registration system commensurate with the delivery requirements of the contract. Is this assumption correct?

ANSWER: Interagency agreements will be procured by SOS.

99. Reference: Section IV, Optional Features B, SCANNING OPTION: – Where will the scanning operation(s) be located? How many locations will require this option?

ANSWER: See response to question #92(a).

100. Proposal reference: V.U. TRAINING

“The Respondent must provide user and administrative training.”

Question: *How many people will require training?*

ANSWER: **To be determined.**

101. Section V-C: How many total users does the state anticipate for this system? How many per each county?

ANSWER: **See response to question #81.**

102. Section III.B (page 6): The RFP states that each county has “one or more” voter registration offices. Will the State provide the exact number of voter registration offices by county?

ANSWER: **Such information can be obtained from the SOS’s website which is www.sos.state.al.us and verified by contacting said counties.**

103. Section V.A (page 8): In addition to the voter registration office locations, can we assume that the voter registration system will need to be installed in only one probate judge’s office and one circuit clerk’s office in each county?

ANSWER: **No. Some counties have dual/multiple Courthouse locations.**

104. Section V FF, Page 11, Section VII C2a, page 17, and Section VIII C, Page 20 — Section V Item FF indicates that the Respondent is to implement the system and perform services through at least parallel processing, but Section VII and VIII do not provide a description of any required implementation services or requirement to provide the associated cost. Is the intent for Respondents to provide implementation services for the Voter Registration System or just the Transition Plan? If the Respondent is to include Implementation Pricing, in what line item should that cost be included?

ANSWER: **Implementation pricing should be listed and included in the Transition component of Respondent’s proposal.**

105. Section III B, page 5—What counties have multiple locations? What is the number of locations by given county? How many total county level users of the system will there be? How many state level users of the system will there be? How many concurrent users (users on system at same time) should the system be expected for during regular hours and during peak (election years) hours?

ANSWER: **See responses to questions #102 and #87.**

106. Section V J, K, and L, page 9—Does the Secretary of State have agreements in place for access, and associated services levels, to the systems in the Department of Public Safety (DPS), Department of Public Health (DPH), and Administrative Office of the Courts (AOC)? Can the Secretary of State provide the technical specifications in those agreements?

ANSWER: Interagency Agreements will be procured by SOS.

107. When is projected purchase date for equipment and software?

ANSWER: The projected purchase date has not been determined.

108. Is software considered equipment?

ANSWER: Non-customized retail off-the-shelf software is considered equipment.

109. We would normally include in our proposal pricing information for our software and professional services. It is our understanding that you only want pricing information for professional services and not for software licenses. Is this correct? When would you need pricing information for software?

ANSWER: Respondent's proposal should include pricing for customized software. Non-customized retail off-the-shelf software shall be purchased through other statutorily prescribed means.

110. Does your organization operate a Help Desk that provides technical support to personnel/systems at remote locations?

ANSWER: Yes. A help desk is currently operated by SOS staff for existing system. The Respondent is to provide help desk support as part of maintenance for the new system.

111. How many technicians/agents normally work on the Help Desk at one time?

ANSWER: 1 (one).

112. Can The Vendor Assume That Any Hardware/ Software Costs / Licenses Will Be Borne By The State?

ANSWER: Yes.

113. Please provide us with an inventory of the hardware and software available with the State to install the voter registration system.

ANSWER: All hardware/software will be new. There is no hardware/software available for the new system.

114. Did any other vendor participate in writing the RFP? If yes is the vendor precluded from bidding in this RFP?

ANSWER: No vendor participated in writing the RFP.

115. We have not developed any voter registration system, but developed data management systems for many Government agencies with similar size and scope. Are we precluded from bidding?

ANSWER: No. SOS is committed to a fair and open process and will carefully review all proposals received from all Respondents which meet the requirements of the RFP.

116. Will the State reject the proposals submitted by vendors who have not developed any voter registration system, but developed data management systems with similar size and scope?

ANSWER: Refer to Question #115 for answer.

117. What Is The Preferred Platform For Document scanning/management?

ANSWER: Such is an option to be recommended by Respondent.

118. Has The State Looked At Similar Systems Of Other States? If Yes, Please List The States.

ANSWER: We have not looked at another State's systems.

119. Is The State Looking For An Existing COTS Solution That Can Be Customized?

ANSWER: Refer to Question #115 for answer.

120. Will The State Accept Proposals For Custom Built Solution?

ANSWER: Refer to Question #115 for answer.

121. Does the State prefer a specific application configuration? Examples – web-based system, client server system

ANSWER: To be recommended by Respondent. SOS is committed to a fair and open process and will carefully review all proposals received from all respondents which meet the requirements of the RFP.

122. What Are The State's Preferences For Web Server Software, Application Server Software, RDBMS Software?

ANSWER: Refer to Question #121 for answer.

123. Reporting Environment – Does The State Have Preferences To Report Development Using Any Specific Tool?

ANSWER: This question needs to be more specific.

124. Will The State Provide Facility, Hardware For Training?

ANSWER: No.

125. Can The Vendor Assume That No Other User Training Is Necessary.

ANSWER: No. User and administrator training should encompass all aspects of the new Voter Registration System as required by SOS.

126. Is There Any Incumbent Vendor Or Vendor Who Did The Analysis Phase?

ANSWER: No.

127. If Yes To Above, Is That Vendor Restricted From Participating In This Project?

ANSWER: Not applicable.

128. Is There Any Existing Data To Be Converted? Please provide us with the quantity/size of data to be converted that will enable us to estimate the data migration effort involved.

ANSWER: Yes. File layout of current data to be converted is attached to this document as Addendum A of this document. There are approximately 2,700,000 records in the current database.

129. Section V Functional Specifications: What is current application platform/ environment? What is desired application platform/ environment?

ANSWER: Current system is IBM OS390 MVS/DB2. New platform/environment is to be recommended by Respondent.

130. Section III Project Scope and Overview; C-Demographics: In arriving at single unique voter record, will there be a need to identify and manage duplicates? What type of match key (simple, advanced) does AL-SOS require - open per household, one per address, both?

ANSWER: There will be a need to manage duplicates. Duplicates will be determined based on matching personal identifiers.

131. Section III Project Scope and Overview; H-Reporting: What is meant by reports being "certified"?

ANSWER: As statutorily required by current authority and Alabama Act 2003-313.

132. Section III Project Scope and Overview; K Legacy Data Migration: In addition to adding the area code to phone numbers, will there be a requirement to add complete phone number to records that only contain an address?

ANSWER: No.

133. Section V; Functional Specifications; S- Data Integrity: Is data correction, as well as data validation, considered part of the data integrity phase?

ANSWER: Yes.

134. Section V; Functional Specifications; S- Data Integrity: What is the volume of data captured & processed?

ANSWER: This question needs to be more specific.

135. What is the Current Voter Registration System's platform/database and could we have access to it for assessing data conversion and migration costs in time and development?

ANSWER: Current platform is IBM OS390 MVS/DB2. Respondent will not have access to the current system. Current database will

be downloaded to ASCII text flat files and provided to awardee, if any.

136. For each of the systems that our proposed system will interface with, please list in technical description format the platform/database that they are running on?

ANSWER: SOS will arrange appropriate provisions for Interagency Agreements based upon recommendations from Respondent.

137. Is the SOS, or any other agency, currently exchanging data (e.g. data file transfer, system interface, etc.) with these systems (AOC, DPH, DPS)? To clarify, does the SOS currently receive data files from any of these agencies listed above?

ANSWER: No.

138. How often is data exchanged between the existing voter registration system and each of the external systems (DPS,AOC,DPH) ? Is the intention of the project to maintain a real-time interface going forward?

ANSWER: No data is exchanged currently. It is the intention of SOS to maintain a real-time interface.

139. How many physical network connections will be required to be performed as part of installation, configuration, and testing of the network to insure proper access to the voter registration system? (Section V, Item C. Network Connections on RFP pg. 9).

ANSWER: Refer to Question #81 for answer.

140. Do broadband Internet connections exist in all Probate Judge, Circuit Clerk and Registrars offices?

ANSWER: No.

141. Regarding Section III, Items E & F, please provide details on the existing network infrastructure.

ANSWER: Current campus ring network is Ethernet 10/100.

142. Regarding Section V, Item Q, System Availability, what are the measurement criteria for determining system availability? Does system availability include network infrastructure/connections, external systems (DPS, AOC, DPH) and their interfaces, and terminal hardware (PC's, application servers, etc). Pursuant to the above, what is the linkage

between the 99% availability (as defined) and the State's right to proceed against the performance bond?

ANSWER: **The system must be available at least 152.5 hours/week (99% X 22 hrs/day X 7 days/week) (allowing 2 hours per day for backup time) minus problems caused by external systems (DPS, AOC, DPH). Individual workstations are not included.**

143. Section III, starting on page 5, Project Scope and Overview,

a. Subparagraph E, has the SOS entered into agreements with the agencies to facilitate validation of the source identifier?

ANSWER: **No.**

b. Subparagraph E, will points of contact at the various agencies (technical resources) be available to assist with program interfaces?

ANSWER: **Yes by Interagency Agreement.**

c. Subparagraph K, will the Department of Finance ISD provide file layouts to accurately propose data migration from the existing legacy system?

ANSWER: **Refer to Question #128 for answer.**

d. Subparagraph K, what is the file structure for the area code enhancement?

ANSWER: **A separate field should be defined to hold area code.**

144. Section V, starting on page 8, Functional Specifications,

a. Subparagraph A, can we get specifications on the hot site backup to ensure system compatibility?

ANSWER: **There is no current hot-site backup. Hot-site backup server will need to be recommended by Respondent and will be purchased by SOS through statutorily required means and should perform load balancing with primary server during normal operation. Both servers should have in and of themselves the capacity to carry the system on their own in the case either becomes non-operational.**

b. Subparagraph A, Is the vendor supposed to propose a redundant server and backup solution?

ANSWER: Yes.

c. Subparagraphs J, K, L, will points of contact at the agencies (technical resources) be available to assist with program interfaces, testing, etc?

ANSWER: Refer to Question #143 b for answer.

d. Subparagraph U, will administrators participate in the user training?

ANSWER: Administrators will monitor user training but will not perform user training.

e. Subparagraph U, will the vendor "train the SOS's trainers" during administrator training?

ANSWER: Respondent will be responsible for all aspects of training. SOS will have no trainers available.

f. Subparagraphs V & W, if the system becomes the property of the SOS (per the last sentence in Section I. Introduction, Item A) how should maintenance and support be delineated in the proposal?

ANSWER: Refer to Question #13 for answer.

g. Subparagraph EE, are Manuals and Guides supposed to be provided with the proposal?

ANSWER: Manuals and Guides will need to be supplied during training and system implementation. However, sample manuals will be helpful for evaluation.

h. Subparagraph EE, how should custom code items (DPS, DPH, AOC, etc) be identified in preliminary Manuals and Guides for purposes of proposal submittal?

ANSWER: Not yet determined.

145. Does the State of Alabama currently have a geographic information database?

ANSWER: SOS does not control, maintain, or have access to a geographic information database.

146. Will the State of Alabama provide details on their current automated information systems (AIS) and network protocols for this bid?

ANSWER: SOS will require that all new hardware/software be recommended in detail by Respondent and the network should use TCP/IP as its standard network protocol.

147. Reference: Section III, Project Scope and Overview, paragraph A, SCOPE – Please define *interactive* as used in this paragraph. Is this a requirement for a real-time interface?

ANSWER: Yes.

148. Reference: Section III, Project Scope and Overview, paragraph E, IDENTIFIER ASSIGNMENT: – “The system must also provide data fields for other identifiers...non-driver’s license number”. Is this field formatted the same as the driver’s license field?

ANSWER: Yes.

149. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph A, SYSTEM RESIDENCE: – Will the SOS consider other than thin-client architecture?

ANSWER: SOS will consider any hardware proposal. By thin client, SOS means that the client software portion should be thin-client, such as a web browser or have a small client footprint.

150. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph C, NETWORK CONNECTIONS: – This paragraph states that all connections must be secure. Does this mean dedicated or private connection?

ANSWER: Yes. All connections should be protected either by a Virtual Private Network or some other means recommended by Respondent to ensure that all data flowing across connections will be secured.

151. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph D, UNASSISTED LOCAL BACKUP: – Is this limited to the State level, or also at the county level?

ANSWER: Backup refers only to the state level primary and hot-site redundant servers.

152. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph J, DPS ACCESS: – Please specify:

How will the System be connected to the DPS source?
Does the DPS currently have the means to electronically input/output or import/export data? If so, what is the data format of the extract? If not, what other means is available to access data?
What is the DPS database platform?
What is the file layout for the data that will be sourced as well as the formatting?
Will the data in the DPS file be extracted to populate the voter's existing master record, or will it simply be accessed for purposes of comparison/verification and possible update.
If the Elections Division receives address changes, will the System be required to transmit these changes to DPS?

ANSWER: Refer to Question #136 for answer.

153. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph K, DPH: – Please specify:

How will the System be connected to the DPH source?
Does the DPH currently have the means to electronically input/output or import/export data? If so, what is the data format of the extract? If not, what other means is available to access data?
What is the DPH database platform?
What is the file layout for the data that will be sourced as well as the formatting?
Are there any other sources that the State might wish to access beyond DPH regarding the demise of a registered voter?
Will DPH be the source for registered voters that are classified as mentally incompetent? If not what agency will provide this information?

ANSWER: Refer to Question #136 for answer.

154. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph L, AOC: – Please specify:

How will the System be connected to the AOC source?
Does the AOC currently have the means to electronically input/output or import/export data? If so, what is the data format of the extract? If not, what other means is available to access data?
What is the AOC database platform?
What is the file layout for the data that will be sourced as well as the formatting?
Will AOC be the only source for felony conviction data?

ANSWER: Refer to Question #136 for answer.

155. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph M, EXISTING NETWORK: – Please provide a copy of the network diagram.

ANSWER: Existing network is the State's campus ring and only applies to interagency connections. Voter Registration system may have independent network recommended by Respondent.

156. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph BB, QUALITY ASSURANCE: – How will the SOS validate this?

ANSWER: To be determined.

157. Reference: Section V, FUNCTIONAL SPECIFICATIONS, paragraph DD, FUNCTIONING SYSTEM: – Please define the range of acceptable response time.

ANSWER: 1 (one) to 10 (ten) second response time.

158. Section III. E
(Page 6) The language in HAVA section 303 suggests that the interface and relationship with the Social Security Administration is to be made between the DPS and the SSA, not between the SOS and the SSA.

a. Would the SOS please confirm that this is the intent with the Alabama Voter Registration System?

ANSWER: Yes, that is the statutory requirement.

b. The HAVA language appears to imply that the last four digits of the SSN should be contained within the driver's license database and then passed through to the SOS Voter Registration system. In any case, is it the intent of the SOS for the vendor to be responsible for establishing an electronic interface to the SSA or for only providing the fields in the system to hold the SSN data?

ANSWER: No. The Respondent will not be responsible for establishing an interface to the SSA.

159. Section III. E
(Page 6) In regards to the voter identifier, the RFP states, "*SOS must have access to various governmental (state and federal) agencies to validate the source of the identifier. Such agencies include, but are not limited to, the Alabama Department of Public Safety's (DPS) driver's license records to validate driver's and non-driver's license numbers, when provided by the applicant. (Network infrastructure exists, however a dedicated line may be required. Access does not currently exist.)*"

Would the SOS please provide clarification of the statement "*Network infrastructure exists, however a dedicated line may be required. Access does not currently exist.*"

ANSWER: Refer to Questions #155 for answer.

160. Section III. E, J, K, L
(Page 6, 7 & 8) Concerning the various requirements for interfaces, could the SOS please provide interface specifications of the systems the vendor will be required to interface with? If the SOS cannot provide this information, please indicate if

there are interfaces in place currently and if they are real time, batch, or both?

ANSWER: **Specifications for interfaces have yet to be defined. There are no interfaces currently existing.**

161. Section III. The RFP states, "*All lists and reports are to be 'certified' to indicate they are produced by the state voter registration system.*" Please provide details on what constitutes a list or report being certified, i.e. watermarks, printing a statement or phrase indicating 'certified', etc.
H
(Page 7)

ANSWER: **Refer to Question #131 for answer.**

162. Section III. Does the RFP statement, "*voter identification number is to be bar coded for scanning during the voter update process,*" refer to the updating of voting history using bar coded voter identification numbers on the poll lists? If no, could the SOS please explain?
L
(Page 8)

ANSWER: **Refer to Question #51 for answer.**

163. Section V. Section V.C. states "*Respondent shall perform all installation, configuration, and testing of the network to ensure proper access to the voter registration system.*"
C
(Page 9)

a. Would the SOS please clarify if the phrase "*perform all installation, configuration, and testing of the network*" refers to the "Respondent's recommended network" as mentioned earlier in the same RFP paragraph.

ANSWER: **Yes.**

b. Or does this mean the Respondent is to "*perform all installation, configuration, and testing*" of the existing SOS network/communications infrastructure?

ANSWER: **No.**

c. If the intent is for the Respondent to "*perform all installation, configuration, and testing*" to the existing SOS network/communications infrastructure, will the SOS provide a topography or diagram of the infrastructure already in place?

ANSWER: **Not applicable.**

164. Section V. Concerning network connections, the RFP states, "*Respondent shall perform all installation, configuration, and testing of the network to ensure proper access to the voter registration system. All connections must be secure.*"
C.
(Page 9)

Would the SOS please define "*secure*" as it relates to this section? Is the SOS requesting the use of hardware and/or software encryption devices between all

points of the network for the Voter Registration System? Is the SOS looking for a Virtual Private Network for the Voter Registration System? If SOS is not requesting any of the above, would the SOS please explain what is required?

ANSWER: Refer to Question #150 for answer.

165. Section V. H. The RFP specifies, "*The System must implement a discretionary access protection scheme (minimum C2 level protection).*"

(Page 9) It is our understanding that only Paragraph 2.2.1.1 Discretionary Access Control function of the C2, Controlled Access Protection, as described in Section 2.2 of CSC-STD-001-83 (the Orange Book) from the Rainbow Series, is applicable to this procurement.

" 2.2.1.1 Discretionary Access Control

The TCB shall define and control access between named users and named objects (e.g., files and programs) in the ADP system. The enforcement mechanism (e.g., self/group/public controls, access control lists) shall allow users to specify and control sharing of those objects by named individuals, or defined groups of individuals, or by both, and shall provide controls to limit propagation of access rights. The discretionary access control mechanism shall, either by explicit user action or by default, provide that objects are protected from unauthorized access. These access controls shall be capable of including or excluding access to the granularity of a single user. Access permission to an object by users not already possessing access permission shall only be assigned by authorized users. "

Is this interpretation correct? If not, please clarify the security requirement for the system.

ANSWER: Yes.

166. Section V. U. In order to allow vendors to accurately determine schedule and cost information for training, would the SOS please provide some working assumptions concerning the number of users and administrators to be trained as well as an estimate of number and locations of training sites?

(Page 10)

ANSWER: Refer to Question #81 for a minimal estimate. However, total number of trainees will be determined at a later time.

167. Section VII. C.2.c & d The RFP states the requirement of the respondent to provide documentation on ARU scripts and ARU tests. The acronym ARU has not been previously defined and there are multiple possible meanings for the acronym. Can the SOS please provide the definition and/or contextual examples of this term, as it applies to the Voter Registration System procurement?

(Page 18)

ANSWER: Automated Response Units (ARU), if any, are to be recommended by Respondent and will

need to be documented and tested.

168. Section
VIII. D
(Page 20)

In the Pricing section of the RFP under the Maintenance section, it states, "*A price is to be provided for a yearly system maintenance (software and hardware) agreement and is to be included in the proposal total.*" But, previous to this statement, in the Pricing overview, the RFP stated, "*No equipment is to be priced in the proposal.*"

a. This appears to be a contradiction. Would the SOS please provide some clarification on the Maintenance pricing for system maintenance concerning software and hardware?

ANSWER: **Refer to Question #178 for answer.**

b. If hardware is to be included in the system maintenance, could the SOS please provide a listing of the hardware that is to be covered under the maintenance agreement?

ANSWER: **Hardware to be covered under maintenance
will be purchased through statutorily required means
and will be based upon Respondent's detailed
recommendations.**

169. Proposal reference: V.C

What is the current State Infrastructure / Network Environment?

ANSWER: **Refer to Question #155 for answer.**

170. Proposal reference: III.L

Will additional information be provided for "Bar code" scanning? Is the contractor required to provide "Bar code" scanning equipment? If so, at what locations will this equipment be required? What Quantities?

ANSWER: **Respondent is not to provide any equipment. Respondent does
need to provide detailed recommendations for such equipment.**

171. Proposal reference: General

What database platform/architecture is currently being used by the State and in each County/District?

ANSWER: **All data will be converted from existing system.
Existing system is an IBM OS390 MVS/DB2 database.**

172. Proposal reference: III. K

a. Will data be provided in a standard format from all 67 counties?

ANSWER: **Refer to Question #172 c for answer.**

b. Do all 67 Counties currently have electronic voter registration databases?

ANSWER: **Yes. All data is on the existing state system.**

c. Does each County database have the same functionality and data structure and was each County database provided by the same vendor?

ANSWER: **Data will be primarily on the existing system.
Other data from counties will come from SOS to
Respondent through a format recommended by
Respondent and approved by SOS.**

d. Will the winning contractor Will(sic) be responsible for negotiating the data migration with “sets” of counties or even individual counties?

ANSWER: **Refer to Question #172 c for answer.**

e. The current voter registration database resides on a mainframe in the Dept. of Finance Information Services Division (ISD).

1. Who is the manufacturer of the mainframe?

ANSWER: **IBM.**

2. What Operating System does it have and what version is currently running?

ANSWER: **MVS version 2.10**

3. What database application (ie: Oracle, DB2, Informix, Application Proprietary, etc.) does the current system use and what version?

ANSWER: DB2.

4. Can the existing database record set be exported to a non-proprietary ASCII text file format?

ANSWER: Yes.

5. What form of data validation and correction will need to be applied to the data that is already active in the current system? For example, does the vendor performing the data migration need to do address validation, phone number validation, misspelled word correction, data field type validation, missing field checks, etc.?

ANSWER: Respondent shall ensure that every record and all data within each record are accurately converted to the new system. Area code needs to be determined and added either at time of conversion or at a later time to be determined and approved by SOS.

173. Because there is a requirement to add area codes to existing phone numbers, does the current voter registration system include a full address with zip codes?

ANSWER: Full address fields exist in current system but data may be incomplete.

174. Proposal reference: V.C

Can you provide more specific requirements for the desired network/internet/remote access?

ANSWER: Refer to Question #121 for answer.

175. Proposal reference: III.E

a. Identifier Assignment. The SOS must have access to various governmental (state and federal) agencies to validate the source of the identifier presented by an applicant.

It states that access does not exist. To whom lies the responsibility to apply for and gain access to the various state and federal agencies necessary to validate the acceptable forms of identification presented by an applicant?

ANSWER: SOS will provide access through Interagency Agreement.

b. Is this validation done in real-time while an applicant waits for acceptance and approval, or is it to be done later in a batch process by sending the agency in question the necessary information and awaiting a response?

ANSWER: Should be performed in real-time.

176. *The current voter registration database resides on a mainframe in the Dept. of Finance Information Services Division (ISD). Who is the manufacturer of the mainframe? What Operating System does it have and what version is currently running? What database application (ie: Oracle, DB2, Informix, Application Proprietary, etc.) does the current system use and what version? Can the existing database record set be exported to a non-proprietary ASCII text file format? What form of data validation and correction will need to be applied to the data that is already active in the current system? For example, does the vendor performing the data migration need to do address validation, phone number validation, misspelled word correction, data field type validation, missing field checks, etc.? Because there is a requirement to add area codes to existing phone numbers, does the current voter registration system include a full address with zip codes?*

ANSWER: IBM. MVS version 2.10. Database is DB2. Yes. It can be exported to an ASCII text file format. Refer to Question #172 e,5 for more information.

177. Page 7, Section K-LEGACY DATA MIGRATION
What technical documentation can the state provide on the current voter registration system? Documentation will be needed to properly analyze this requirement.

ANSWER: Refer to Question #128 for answer.

178. Page 8, Section V-FUNCTIONAL SPECIFICATIONS
Referring to Section VIII- PRICING on page 20, our proposal is to be restricted to professional services only. However, Section

V lists several requirements making the vendor responsible for hardware functionality, including hot site backup, maintenance of network connections, and so forth. How are the hardware and software elements of this project being acquired? Is the State asking vendors to take responsibility for elements which are beyond the vendor's responsibility and control?

ANSWER: All hardware, retail off-the-shelf software, and licenses will need to be purchased through statutorily required means. Respondent is to include in its proposal a detailed listing of all hardware/software recommendations that will meet the requirements of the RFP and Respondent's proposed system. After acquisition of hardware and software, Respondent is to install and configure all hardware/software. Respondent is to provide telephone and on-site maintenance support for all devices, software, and network to be included in the maintenance pricing.

179. Page 9, Section E-USER FRIENDLY

What is the State's definition of "User Friendly"?

ANSWER: Characteristics that will render the system so that the average Registrar, who has a minimum of either a high school or equivalent education, would be able to easily learn and utilize it.

180. Page 9, Section J-L What technical specifications are available so that the vendor can evaluate these requirements?

ANSWER: Refer to Question #136 for answer.

181. Page 10, Section Q-SYSTEM AVAILABILITY

How is the 99% availability requirement to be measured?

ANSWER: Refer to Question #142 for answer.

182. Page 11, Section DD-FUNCTIONING SYSTEM

Define "acceptable response time"

ANSWER: Refer to Question #157 for answer.

183. Section III-K: Please provide the file layout and field description of legacy data currently resident on the Department of Finance Information Services Division (ISD) mainframe system. How many voter rows are currently in the file?

ANSWER: Refer to Question #128 for answer.

184. Section III-K: Please provide description of how current county data is received and populated in the current legacy state system.

ANSWER: Through a combination of real-time input and file importation.

185. Section V-C: For network infrastructure topology proposal, please provide the anticipated address of the primary and hot site servers at the state level.

ANSWER: Primary server(s) will be housed in the Secretary of State's offices in the Statehouse in Montgomery. Hot-site, load balancing, redundant server(s) will be housed in a location that is yet to be determined.

186. Section V-C: Does the state of Alabama currently have any network connectivity resident in each county and if so, to what extent and for what purposes?

ANSWER: Frame relay connections exist, but new system may utilize an independent network to be recommended by Respondent.

187. Sections V-J,K,L: Does the state require the DPS, DPH and AOC access interfacing to be real-time or batch. If batch, what intervals are anticipated?

ANSWER: The interfaces should be real-time.

188. Section V-M: Please provide additional specifications of existing 10BT network.

ANSWER: Refer to Question #155 for answer.

189. Section VIII: While the RFP states that "No equipment is to be priced in the proposal," does the state anticipate each proposal to include a detailed hardware recommendation and cost estimate for the proposed solution?

ANSWER: Yes.

190. Regarding local backups, does "local" mean in the individual counties or just here at the SOS office?

ANSWER: Refer to Question #151 for answer.

191. Section III.A (page 5): Does "interactive access" for the probate judge's office and circuit clerk's office mean that these offices will have the ability to enter or modify voter registration records or does it simply mean real-time read-only access to voter registration records?

ANSWER: Access will be real-time, read-only except in limited circumstances where election officials need write access to perform statutorily prescribed duties.

192. Section III.H (page 7): Please describe the State's understanding of the meaning of "certified" with regards to reports produced by the voter registration system.

ANSWER: Refer to Question #131 for answer.

193. Section III.K (page 7): Can the State provide a data schema for the existing mainframe database?

ANSWER: Refer to Question #128 for answer.

194. Section V.B (page 8): Please clarify the requirement for the Hot Site server to load balance with the primary server. Does the State intend that during normal operation the user load will be distributed across two sites, or is the Hot Site only to be used when the primary server fails? Or is the State interested in entertaining bidders' recommendations in this regard?

ANSWER: Refer to Question #144 a & b for answer.

195. Section V.C (page 9): Please clarify the requirement to connect the Probate Judge's, Circuit Clerk's, and Registrar's offices to each other. How does this differ from them all being connected to the primary and hot site servers? Is there some type of communication requirement between these offices (unrelated to voter registration) that this requirement is intended to serve?

ANSWER: All offices within a county should have the ability to connect to each other's workstation in order to facilitate possible equipment sharing.

196. Section V.D (page 9): Please clarify the requirement for unassisted local backup, given that in a single, centralized system there is no data at the county level to back up.

ANSWER: Refer to Question #151 for answer.

197. Section V.M (page 9): Please explain how this requirement and Section V.C fit together. In other words, can you clarify what exactly the vendor is supposed to provide with regards to networking? Section V.C asks for ongoing costs for connections, while Section V.M states that the system must operate on the existing 10BT network..

ANSWER: Refer to Question #155 for answer.

198. Section V.Y (page 10): Does this requirement mean that the State intends to operate a Help Desk, or should the vendor present Help Desk services in its proposal?

ANSWER: Respondent should present comprehensive Help Desk services in its proposal as part of maintenance.

199. Will the state provide the number of full and part-time users for each county and for the State? Will the state provide the total number of users for whom the vendor should provide training on the system?

ANSWER: Refer to Question #166 for answer.

200. Please describe the resources from the state and counties who will be available to assist the vendor. Please indicate how many hours per week these resources will be available.

ANSWER: Undetermined at this time.

201. (Page 12, Item B) The RFP states that the "...services shall continue unabated with no impact to its existing system during the transition to a new system". Will it be acceptable to phase the implementation – x number of counties at a time? Will the State be purchasing all new hardware or will they desire to utilize existing hardware? If all new hardware is being utilized then, the system can be established while the users continue to use their existing system.

ANSWER: Phasing is acceptable. However, all counties should be converted to the new system by the August 1, 2004 deadline as set forth in Section V-FF. SOS will be purchasing all new hardware and software through statutorily prescribed means.

202. Is the State interested in replacing the existing system with a software package system or is the State planning on a custom software development project?

ANSWER: Refer to Question #115 for answer.

203. Who prepared the RFP? If another firm other than the State prepared the RFP, will they be able to submit a proposal?

ANSWER: SOS staff prepared the RFP.

204. Please define the hardware / software platform the system will run on.

ANSWER: Refer to Question #121 for answer.

205. What is the size of the existing mainframe system? i.e.:

How many programs (batch / online)?

How many screens?

What data is to be converted? How many rows?

ANSWER: Regarding data conversion, refer to Question #128 for answer.

206. Who developed the existing system?

ANSWER: Alabama Department of Finance, Information Services Division.

207. How old is the existing system?

ANSWER: Approximately 14 years.

208. Currently, is there a hot site for the Voter Registration System? Are recovery procedures currently in place using a hot site?

ANSWER: Refer to Question #144 a & b for answer.

209. Who is currently supporting the existing system?

ANSWER: SOS staff and Alabama Department of Finance, Information Services Division.

210. Section V C, page 9—Relative to the final two sentences. Can the Secretary of State provide additional clarification relative to the scope of Respondent's responsibilities relative to "the installation, configuration, and testing of the network"? Are these responsibilities relative to the WAN and/or LAN? Can the Secretary of State provide additional clarification on the scope of the "maintenance of the connections" that should be included in the Respondent's maintenance of the Voter Registration System?

ANSWER: Respondent shall include detailed hardware/software recommendations in its proposal for an entirely new, separate network for the Voter Registration System. Respondent needs to install/configure/ensure operability for the new network. Any pricing for maintenance work needed to keep network operational should be included in maintenance proposal.

211. Section V C, page 9-- Can the Secretary of State provide technical information on any existing network topologies?

ANSWER: Refer to Question #155 for answer.

212. Section V Y, page 10—Will the Secretary of State operate its own Helpdesk? If so, in what capacity?

ANSWER: Refer to Question #110 for answer.

213. Section III K, page 7-8 and Section VII C2a, page 17—Statements in these sections seem to imply that there is only one voter database that will require migration to the central Voter Registration system. Is this correct?

ANSWER: There is only one database. However, refer to Question #172 c for additional information.

214. Section V B, page 8—Given that the backup server is to perform load balancing with the primary server, is it assumed that the backup server will be located in the Information Systems Division of the Secretary of State's office? Is this correct? If this is not the case, will the Secretary of State provide specifications/location for the hot site facility?

ANSWER: The hot-site/load balancing server will not be housed within the Secretary of State's office. The location has not been determined.

215. Section V M, page 9--This section states, "The system must operate on the existing 10BT network." Does this imply that the central server site is utilizing 10 BT?

ANSWER: Refer to Question #155 for answer.

216. Are the RFP specifications based on a vendor's offering? If so, which vendor?

ANSWER: Refer to Question #114 for answer.

217. Are the RFP specifications based on a pre-existing system/application or a system/application to be developed?

ANSWER: Refer to Question #121 for answer.

218. What is the budget allocation for the described RFP application?

ANSWER: No response.

219. Is there a preference for a vendor to develop a system or an application specifically for the RFP system or off an alternative program application?

ANSWER: Refer to Question #121 for answer.

220. Who wrote the specifications for the RFP?

ANSWER: SOS staff prepared the RFP.

221. Was the assistance of an outside vendor used to develop the RFP?

ANSWER: Refer to Question #114 for answer.

222. Has the desired and specific application already been developed?

ANSWER: No.

223. Who is the existing elections services provider for the Counties or State elections offices?

ANSWER: This question needs to be more specific.

224. Did the existing elections services vendor participate in developing, writing, editing or reviewing the current RFP?

ANSWER: Refer to question #223 for answer.

225. If so, is the existing elections services vendor eligible to respond to this RFP?

ANSWER: Refer to question #223 for answer.

226. According to the RFP requirements, Alabama has three (2) existing Voters Registration List per County and one (1) Voter Registration List at the state ISD Will the listings at the County offices be migrated into the new listing?

ANSWER: Refer to Question #172 c for answer.

227. How many concurrent users will be using the system? How many total users will have access to the system?

ANSWER: Refer to Question #81 for a minimal estimate. However, the total number of users will be determined at a later time.

228. How should the cost of the performance bond be reflected in the Bid response, in that the performance bond is a significant cost amount of the proposed amount grand total?

ANSWER: No response.

229. What pricing category, proposal or optional, should Training services be allocated to? What pricing category, proposal or optional, should Help Desk software cost be allocated to?

ANSWER: Pricing for training shall be allocated to Transition as set forth in Section VIII-C. Pricing for Help Desk services shall be allocated to Maintenance as set forth in Section VIII-D. Help Desk software shall be recommended by Respondent for possible future use by SOS staff and pricing shall not be included in proposal total.

230. Please explain further how the Mapping System option will be used?

ANSWER: If mapping system option is selected, it will be used for assigning precincts and political districts to voter records.

231. Are there any technology standards in terms of operating systems, development tools, and database systems that are preferred or required by the Alabama SOS?

ANSWER: To be recommended by Respondent.

232. Will scanner and image management software be required in all counties to capture registration card and voter signature data?

ANSWER: Yes, if the option for imaging voter documents is selected.

233. Has a technology standard been adopted by SOS regarding scanning hardware and software systems?

ANSWER: No. To be recommended by Respondent.

234. Will Alabama SOS be providing any technical or support staff to work on the Statewide Voter Registration System? If so, how many staff and what is their skill level?

ANSWER: To be determined.

235. How much vendor support will be required to support the staff users in the election offices in all 67 counties?

ANSWER: Respondent is to provide telephone support and on-site support for all counties for any hardware and software issues that arise to be included in the maintenance pricing.

236. Does Alabama have a GIS standard (perhaps ESRI)?

ANSWER: Refer to Question #145 for answer.

237. What is the current Technology standard being used by the State -servers, PC's Operating Systems, other development software?

ANSWER: Not applicable for this RFP.

238. Is the intent to replace or upgrade existing infrastructure to re-use where appropriate?

ANSWER: Refer to Question #113 for answer.

239. Regarding the Pricing section on page 20: "No equipment is to be priced in the proposal" Who will purchase the equipment?

ANSWER: Refer to Question #178 for answer.

240. Is the amount published in the state plan draft the budget amount for the Voter Registration System?

ANSWER: No response.

241. Will the Alabama ISD department be submitting a response to the Voter Registration System RFP?

ANSWER: SOS has invited ISD to respond.

242. *Section III - Project Scope and Overview - Paragraph F* discusses purging disqualified voters. There is no mention of an interface to neither Alabama Department of Corrections nor Federal Bureau of Prisons. Is this a requirement?

ANSWER: No.

243. *Section III - Project Scope and Overview - Paragraph H* states: “All lists and reports are to be “certified”... What constitutes “certified?” A statement on the list and report? Or something more formal and difficult to counterfeit?

ANSWER: Refer to Question #131 for answer.

244. *Section V - Functional Specifications – all paragraphs:* Does the Secretary have any restrictions for the leveraging of existing code that the contractor has developed under public (states and Federal) funded projects to accelerate the development of software for this project? This code would be free of charge to the State.

ANSWER: No.

245. *Section V - Functional Specifications - Paragraph A:* States the system residence will be the Information systems Division of the Secretary of State’s Office. What is the contractor’s responsibility and liability for securing the application and associated data?

ANSWER: Physical security will be provided by SOS. Respondent is to provide Voter Registration System electronic security in order to prevent unauthorized access.

246. *Section V - Functional Specifications - Paragraph B:* Is this specification for a server located at separate geographical site or a standby server in the same data center?

ANSWER: Separate geographical site to be determined.

247. *Section V - Functional Specifications - Paragraph W:* Is there a Level One help desk that will receive initial calls for support or does the initial call go to this system support help desk?

ANSWER: No. Respondent’s help desk should provide telephone support to be included in maintenance pricing.

248. What is the correct form and should it be submitted with the RFP as instructed on page 12?

ANSWER: The correct form is the form listed on the Attorney General's website and can be viewed and downloaded www.ago.state.al.us. The form is referenced as a disclosure form as required by Alabama Act 2001-955. Yes. All Respondents submitting a proposal should attach the disclosure form to proposals submitted on or before the September 26, 2003, deadline.

ADDENDUM A

1. Dates

All dates are in YYYY-MM-DD format.

2. Race Codes:

A	Asian
B	Black
H	Hispanic
I	Indian
W	White
O	Other

3. Registering Agency:

R	Board of Registrars
M	Motor Voter
S	State Designated Agency
A	Agency Based Registration
H	Rehabilitation Services
F	Armed Forces
V	Voter Drives
U	US Mail

4. Purge Reasons:

D	Death
F	Felony Conviction
I	Irregularity
J	Judgment
M	Mental Incompetence
R	Relocated/Transferred
V	Voluntary
P	Purged-Reason Unknown

ADDENDUM A (continued)

ABSENTEE VOTER FILE

01	DCLVRTBABST.		
10	ABST-COUNTY-NBR	PIC S9(4) USAGE COMP.	County Number
10	ABST-VOTER-NBR	PIC S9(10)V USAGE COMP-3.	Voter ID Number
10	ABST-VOTING-METHOD	PIC X(1).	I=Vote In Person, M=Vote by mail
10	ABST-ELECTION-DT	PIC X(10).	Election Date
10	ABST-VOTING-DATE	PIC X(10).	Date Voted
10	ABST-BALLOT-REQ	PIC X(10).	Date Ballot Requested
10	ABST-BALLOT-MAIL	PIC X(10).	Date Ballot Mailed

CITY PRECINCTS FILE

01	DCLVRTBCIPC.		
10	CIPC-COUNTY-NBR	PIC S9(4) USAGE COMP.	County Number
10	CIPC-CITY-NAME	PIC X(13).	City Name
10	CIPC-CITY-PREC	PIC X(4).	City Precinct Number
10	CIPC-CITY-COUNCIL	PIC X(2).	City Council District
10	CIPC-CITY-SCHOOL	PIC X(2).	City School District
10	CIPC-POLLING-PLACE	PIC X(30).	Polling Place Name
10	CIPC-POLL-LOCATION	PIC X(30).	Polling Place Location

COUNTY PRECINCTS FILE

01	DCLVRTBCNPC.		
10	CNPC-COUNTY-NBR	PIC S9(4) USAGE COMP.	County Number
10	CNPC-COUNTY-PREC	PIC X(4).	County Precinct Number
10	CNPC-US-CONG-DIST	PIC X(2).	US Congressional District
10	CNPC-SENATE-DIST	PIC X(2).	State Senate District
10	CNPC-HOUSE-DIST	PIC X(3).	State House District
10	CNPC-COUNTY-COMM	PIC X(2).	County Commission District
10	CNPC-COUNTY-SCHOOL	PIC X(2).	County School District
10	CNPC-FIRE-DIST	PIC X(2).	County Fire District
10	CNPC-POLLING-PLACE	PIC X(30).	Polling Place Name
10	CNPC-POLL-LOCATION	PIC X(30).	Polling Place Location
10	CNPC-BALLOT-STYLE	PIC X(7).	Ballot Style

FREQUENT VOTER FILE

01	DCLVRTBFREQ.		
10	FREQ-COUNTY-NBR	PIC S9(4) USAGE COMP.	County Number
10	FREQ-VOTER-NBR	PIC S9(10)V USAGE COMP-3.	Voter ID Number
10	FREQ-VOTING-DATE	PIC X(10).	Voting Date

ADDENDUM A (continued)

VOTER REGISTER TABLE

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01 DCLVRTBREGR.
  10 REGR-COUNTY-NBR      PIC S9(4) USAGE COMP.
  10 REGR-VOTER-NBR      PIC S9(10)V USAGE COMP-3.
  10 REGR-LAST-NAME      PIC X(20).
  10 REGR-FIRST-NAME     PIC X(15).
  10 REGR-MIDDLE-NAME    PIC X(10).
  10 REGR-NAME-SUFFIX    PIC X(3).
  10 REGR-NAME-PREFIX    PIC X(3).
  10 REGR-FULL-NAME      PIC X(55).
  10 REGR-DATE-OF-BIRTH  PIC X(10).
  10 REGR-IN-OUT-CITY    PIC X(1).
  10 REGR-RES-ADDR       PIC X(35).
  10 REGR-RES-CITY       PIC X(13).
  10 REGR-RES-STATE      PIC X(2).
  10 REGR-RES-ZIP5       PIC X(5).
  10 REGR-RES-ZIP4       PIC X(4).
  10 REGR-MAIL-ADDR      PIC X(35).
  10 REGR-MAIL-CITY      PIC X(13).
  10 REGR-MAIL-STATE     PIC X(2).
  10 REGR-MAIL-ZIP5      PIC X(5).
  10 REGR-MAIL-ZIP4      PIC X(4).
  10 REGR-MAIL-CRRT      PIC X(4).
  10 REGR-PHONE-NBR      PIC S9(7)V USAGE COMP-3.
  10 REGR-SOC-SEC-NO     PIC S9(9)V USAGE COMP-3.
  10 REGR-VOTER-SEX      PIC X(1).
  10 REGR-VOTER-RACE     PIC X(1).
  10 REGR-STUD-MIL       PIC X(1).
  10 REGR-ACTIVE-FLAG    PIC X(1).
  10 REGR-FEDERAL-REG    PIC X(1).
  10 REGR-FOREIGN-BORN   PIC X(1).
  10 REGR-LAST-VOTE-DT   PIC X(10).
  10 REGR-ACTIVE-DATE    PIC X(10).
  10 REGR-INACTIVE-DATE  PIC X(10).
  10 REGR-PURGE-DATE     PIC X(10).
  10 REGR-UNPURGE-DATE   PIC X(10).
  10 REGR-DATE-ADDED     PIC X(10).
  10 REGR-LAST-CHANGE    PIC X(10).
  10 REGR-PURGE-REASON   PIC X(1).
  10 REGR-COUNTY-PREC    PIC X(4).
  10 REGR-US-CONG-DIST   PIC X(2).
  10 REGR-SENATE-DIST    PIC X(2).
  10 REGR-HOUSE-DIST     PIC X(3).
  10 REGR-COUNTY-COMM    PIC X(2).
  10 REGR-COUNTY-SCHOOL  PIC X(2).
  10 REGR-FIRE-DIST      PIC X(2).
  10 REGR-CITY-PREC      PIC X(4).
  10 REGR-CITY-COUNCIL   PIC X(2).
  10 REGR-CITY-SCHOOL    PIC X(2).
  10 REGR-VOTED-FLAG     PIC X(1).
  10 REGR-ABSENTEE-FLAG  PIC X(1).
  10 REGR-REG-AGENCY     PIC X(1).
  10 REGR-COMMENT-1.
    49 REGR-COMMENT-1-LEN PIC S9(4) USAGE COMP.
    49 REGR-COMMENT-1-TEXT PIC X(80).
  10 REGR-COMMENT-2.
    49 REGR-COMMENT-2-LEN PIC S9(4) USAGE COMP.
    49 REGR-COMMENT-2-TEXT PIC X(80).
  10 REGR-ID-CARD        PIC X(1).
  10 REGR-REG-DATE       PIC X(10).
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